Health Net Seniority Plus Employer (HMO)

health net™

Medicare Coverage That Works For You

A SIMPLE GUIDE TO YOUR GROUP BENEFITS

HealthNet.com

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Helping You Make the Right Choice

For more than 40 years, Health Net has provided Californians with a variety of healthcare services and benefit programs. Supporting individuals and families through all stages of life gives us a deep understanding of the unique needs of our members.

At Health Net, we're working to change your idea of a "health plan." Our mission is to support your quest for optimal health. Beyond comprehensive benefits and predictable copayments, our Employer HMO plans include extra health-boosting resources.

Why Choose Health Net

You can count on Health Net to help make your Medicare journey a whole lot easier, every step of the way.

We Know California

Health Net offers Californians access to wide-ranging networks, personal services, and useful resources to manage their health.

We're All About Quality

Ongoing service monitoring helps ensure the care you get is the kind of care you expect and deserve.

Broad Networks for More Choices

Our HMO plans give you access to highly skilled medical providers and hospitals in your area. You can search for providers at **healthnet.com**. Just click on Find a Provider. You can also change doctors, download maps, and more.

Wellness Programs

Access beneficial wellness programs to help you achieve positive, lasting health and lifestyle changes!

Things You Need to Know

With Health Net Seniority Plus Employer (HMO), your Medicare benefits are administered by Health Net. Health Net is the primary payer for all Medicare-covered benefits. You still keep your Medicare card but get Medicare-covered services through the Health Net Seniority Plus Employer (HMO) network of providers.

PCP Coordinates Care

Your Health Net Seniority Plus Employer (HMO) PCP is the focal point for all contracted medical care you get through Health Net Seniority Plus Employer (HMO). Your PCP will diagnose and treat your illness or condition, referring you to a specialist when necessary.

If you do not select a PCP or physician group when you enroll, Health Net will automatically assign one to you based on your address. You can change your PCP or physician group by calling Member Services at **1-800-275-4737** (TTY:**711**) or by logging in to **healthnet.com**. You must use plan providers except in emergency or urgent care situations. If you get routine care from out-of-network providers, neither Medicare nor Health Net Seniority Plus Employer (HMO) will be responsible for the costs.

If your plan includes pharmacy coverage, we've taken care to ensure that our Prescription Drug Plan (PDP) for Medicare offers coverage for many commonly prescribed, brand-name drugs. Even if your physician changes your medications, your new prescription will most likely still be on our list of covered drugs.

Choosing Your Doctor

With our vast Employer HMO network of physicians and other specialists, finding a doctor is easy:

Log in to healthnet.com and click on Find a Provider. You can search by name or specialty, find out if the doctor is accepting new patients, and even get a printable map or driving directions.

Call Member Services at **1-800-275-4737** (TTY:**711**)

Hospital Coverage and Medical Emergencies

! For medical emergencies, call 911 (in areas where the system is established and operating) or go to the closest emergency facility.

Do not worry about whether it is a Health Net network facility. Immediately following an emergency room (ER) visit, inform your doctor of your situation so they can help with any additional care.

How Do I Enroll?

Check with your employer group/union administrator or benefits office at **1-800-275-4737** (TTY: **711**) to find out how they handle your Health Net enrollment. From October 1 through March 31, our office hours are seven days a week from 8 a.m. to 8 p.m. From April 1 to September 30, our office hours are Monday through Friday, 8 a.m. to 8 p.m.

A Bridge to Healthy Living

Health Net Seniority Plus Employer (HMO) brings together the information, resources and personal support that fit you, your health, and lifestyle. Whether you're focused on staying fit, making health care decisions or facing a serious diagnosis, we're here to help you work with your provider and make informed decisions.

Call the nurse advice line to speak with a nurse 24 hours a day, seven days a week.

Call **1-800-893-5597** (TTY: **711**)[1] to reach a registered nurse who can answer your questions and address your concerns, such as:

- Immediate symptom assessment.
- Advice on appropriate level of care for your situation.

Learn About Our Tobacco Cessation Program

This program provides you connections with educational resources on how to quit smoking. Coaching support is available 24 hours a day, seven days a week for up to a year during Teladoc's flexible quit approach. A member may enroll using the Teladoc smartphone app, or visiting **www.teladoc.com/hn**. Members can also be referred into the program by a provider during a general medical visit. Request a consultation through the smartphone app, website, or by dialing **1-800-TELADOC (1-800-835-2362)** (TTY: **711**).

Speak To A Health Coach

Set a specific health goal, such as weight management, quitting smoking, stress reduction, nutrition, or exercise.

[1]Nurse advice line calls are not for emergency situations. If you have an emergency, call 911 or go to the emergency room.

Healthy Extras for Retirees

Health Net has partnered with the following wellness vendors and providers to give our members access to programs and services that support good health. Start using these programs as soon as your Health Net benefits become effective.

Teladoc™	
Teladoc provides quality medical care by phone or online video consults through a national network of board-certified physicians and licensed therapists.	These providers can: • Diagnose and treat non-emergency illnesses. • Enroll you in the tobacco cessation program. • Write prescriptions for routine medical conditions, if medically necessary. • Send your visit results to your physician at your request. **teladoc.com/hn**
Silver&Fit® Healthy Aging and Exercise Program	
Get fit and have fun with the Silver&Fit Program, designed to help improve health through education and exercise.	Medicare members get: • No-cost membership at a participating fitness facility. • Healthy Aging classes (online or by mail). • At-home fitness kits. • Other web tools like a fitness center search, online classes, and more. **www.silverandfit.com**

Here's what to expect after enrolling with Health Net

Enrollment application completed.
Congratulations! You have completed the first step towards starting your new plan coverage.

An Enrollment Approval Letter will arrive in the mail confirming your application has been approved and you will be enrolled in our plan.

Your Welcome Kit will arrive after your application is approved.
This kit has information about how to use and get the most from your plan.

You'll receive your member ID card in a separate mailing to use your Health Net benefits. You may use your Enrollment Approval Letter when your coverage starts as proof of insurance until your ID card arrives.

If You Have Any Questions:

Please call Health Net Member Services at **1-800-275-4737** (TTY: **711**) From October 1 through March 31, our office hours are seven days a week, 8 a.m. to 8:00 p.m. From April 1 through September 30, our office hours are Monday through Friday from 8 a.m. to 8 p.m. A messaging system is used after hours, weekends, and on federal holidays.

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Health Net is contracted with Medicare for HMO plans. Enrollment in Health Net depends on contract renewal. Anyone entitled to Medicare Part A and enrolled in Medicare Part B may apply. This plan is available to qualified Health Net retirees entitled to Medicare Part A and enrolled in Medicare Part B.

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